3 — Service Software Instructions

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Phoenix installation steps in brief

Phoenix is the service software for reprogramming, testing and tuning the phone.

Recommended PC HW requirements:

- Computer Processor: Pentium 700 MHz or higher
- RAM 256 MB
- Disk space 100-200 MB

Supported operating systems:

- Windows 2000 Service Pack 3 or higher
- Windows XP Service Pack 1 or higher

To install Phoenix, you need to:

- Connect a DK2 Dongle
- Install the Phoenix Service SW
- Install the Data Package for Phoenix
- Configure users
- Manage connection settings (depends on the tools you are using)

If you use FPS-8:

- Update FPS-8 SW
- Activate FPS-8

If you use FPS-10:

- Update FPS-10 SW

  Note: There is no need to activate FPS-10.
- Activate SX-4 Smart Card if you need tuning and testing functions in service software

  Note: When FPS-10 is used only for product SW updates, SX-4 Smart card is not needed.

Phoenix is now ready to be used with FPS-8 or FPS-10 flash prommers and other tools as well.

The Phoenix Service Software installation contains:

- Service software support for all phone models included in the package
- Flash update package files for programming devices
- All needed drivers for:
  - DK2 dongle
  - DKU-2 USB cable

  Note: Separate installation packages for flash update files and drivers are also available, but it is not necessary to use them unless updates appear between Phoenix Service SW releases. If separate update packages are used, they should be used after Phoenix and data packages have been installed.

The phone model specific data package includes all changing product specific data:

- Product software Binary files
- Files for type label printing
- Validation file for the Faultlog repair data reporting system
- All product specific configuration files for Phoenix software components

  Note: Phoenix Service SW and phone data packages should only be used as complete installation packages. Uninstallation should be made from the Windows Control Panel.

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Installing Phoenix

Before you begin

- Check that a dongle is attached to the parallel port of your computer.
- Download the installation package (for example, *phoenix_service_sw_2004_39_x_xx.exe*) to your computer (in *C:\TEMP*, for instance).
- Close all other programs.
- Run the application file (for example, *phoenix_service_sw_2004_39_x_xx.exe*) and follow the instructions on the screen.
- Administrator rights may be required to be able to install Phoenix depending on the operating system.
- If uninstalling or rebooting is needed at any point, you will be prompted by the Install Shield program.

Context

If at any point during installation you get the following message, the dongle is not found and installation cannot continue:

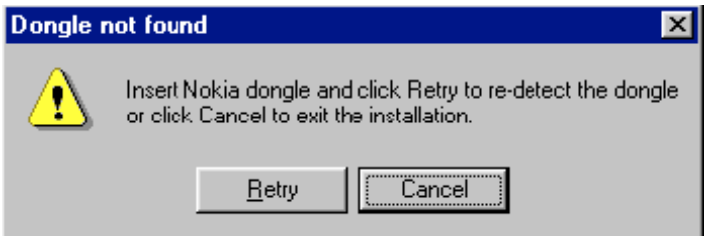
Dongle not found
Insert Nokia dongle and click Retry to re-detect the dongle or click Cancel to exit the installation.
Retry
Cancel

Figure 2 Dongle not found

One possible reason may be a defective or too old PKD-1 Dongle (five digit serial number Dongle when used with FPS-8/FPS-10 prommers).

Check the COM/parallel ports used first! After correcting the problem Installation can be restarted.

For more detailed information, please refer to Phoenix Help files. Each feature in Phoenix has its own Help function, which can be activated while running the program. Press the *F1* key or the feature's *Help* button to activate a Help file.

Steps

1. To start installation, run *phoenix_service_sw_2004_39_x_xx.exe* .
2. In the Welcome dialogue, click *Next*.

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3. Read the disclaimer carefully.

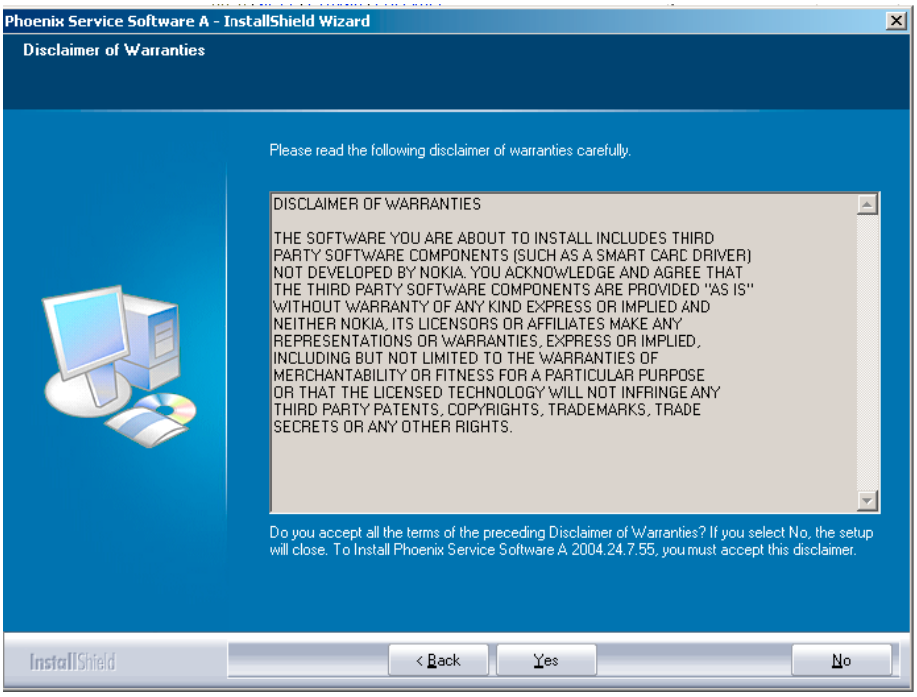
Phoenix Service Software A - InstallShield Wizard
Disclaimer of Warranties
Please read the following disclaimer of warranties carefully.
DISCLAIMER OF WARRANTIES
THE SOFTWARE YOU ARE ABOUT TO INSTALL INCLUDES THIRD PARTY SOFTWARE COMPONENTS (SUCH AS A SMART CARD DRIVER) NOT DEVELOPED BY NOKIA. YOU ACKNOWLEDGE AND AGREE THAT THE THIRD PARTY SOFTWARE COMPONENTS ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND EXPRESS OR IMPLIED AND NEITHER NOKIA, ITS LICENSORS OR AFFILIATES MAKE ANY REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR THAT THE LICENSED TECHNOLOGY WILL NOT INFRINGE ANY THIRD PARTY PATENTS, COPYRIGHTS, TRADEMARKS, TRADE SECRETS OR ANY OTHER RIGHTS.
Do you accept all the terms of the preceding Disclaimer of Warranties? If you select No, the setup will close. To Install Phoenix Service Software A 2004.24.7.55, you must accept this disclaimer.
InstallShield
< Back
Yes
No

Figure 3 Disclaimer text

4. Choose destination folder.
   The default folder *C:\ProgramFiles\Nokia\Phoenix* is recommended.
5. To continue, click *Next* .
   You may choose another location by selecting *Browse* (not recommended).
6. Wait for the components to be copied.
   Progress of the setup is shown in the *Setup Status* window.
7. Wait for the drivers to be installed and updated.
   The process may take several minutes to complete.
   If the operating system does not require rebooting, the PC components are registered right away.
   If the operating system used requires restarting your computer, the Install Shield Wizard will tell you about it. Select *Yes...* to reboot the PC immediately and *No...* to reboot the PC manually afterwards.
   After the reboot, components are registered and Phoenix is ready for use.

   Note: Phoenix does not work, if components have not been registered.

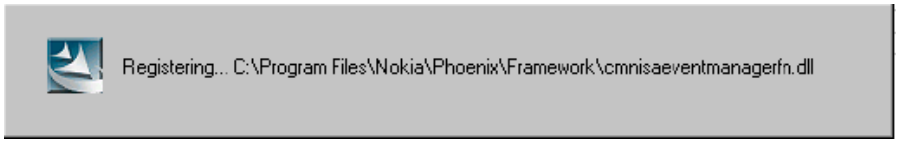

Figure 4 Registering components

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8. To end installation, click *Finish* .

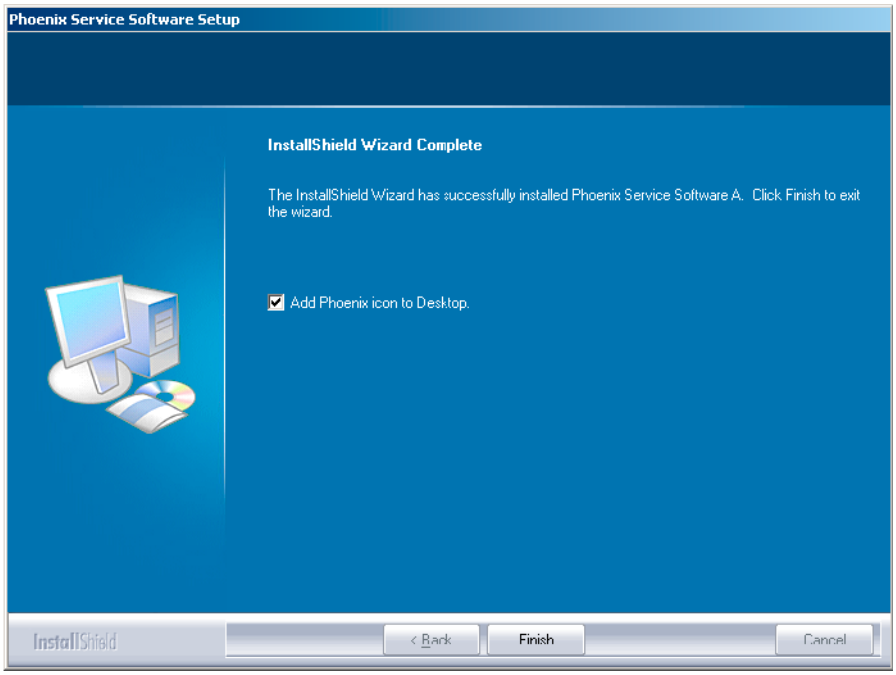
Phoenix Service Software Setup
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed Phoenix Service Software A. Click Finish to exit the wizard.
Add Phoenix icon to Desktop.
InstallShield
< Back
Finish
Cancel

Figure 5 Finish installation

Phoenix is now ready for use.

Next action

After the installation, Phoenix service software can be used after:

- installing phone model specific data package for Phoenix
- configuring users and connections

FPS-8* and FPS-10 flash prommers can be used after updating their Flash Update Package files.

Updating Phoenix installation

If you already have the Phoenix Service SW installed on your computer, sooner or later there will be need to update it when new versions are released.

Always use the latest available versions of both the Phoenix Service SW and the phone-specific Data Package. Instructions can be found in phone model specific Technical Bulletins and Phone Data Package readme.txt files (shown during installation).

To update the Phoenix you need to take exactly the same steps as when installing it for the first time:

- Download the installation package to your computer hard disk.
- Close all other programs.
- Run the application file (for example, phoenix_service_sw_2004_39_x_xx.exe).
- New version of Phoenix will be installed.
- Driver versions will be checked and updated.

When you update the Phoenix from old to new version (for example, a14_2004_16_4_47 to a15_2004_24_7_55), the update will take place automatically without uninstallation.

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If you try to update the Phoenix with the same version that you already have (for example, a15_2004_24_7_55 to a15_2004_24_7_55) you are asked if you want to uninstall the version of Phoenix you have on your PC. In this case you can choose between total uninstallation and repair just like when you choose to uninstall Phoenix service software from the Windows Control panel.

If you try to install an older version (for example, downgrade from a15_2004_24_7_55 to a14_2004_16_4_47), installation will be interrupted.

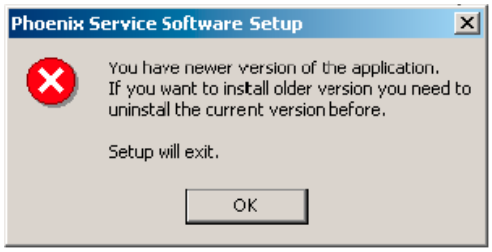
Phoenix Service Software Setup
You have newer version of the application.
If you want to install older version you need to uninstal the current version before.
Setup will exit.
OK

Figure 6 Installation interrupted

Always follow the instructions on the screen.

Uninstalling Phoenix

Context

Uninstallation can be done manually from Windows *Control Panel -> Add/Remove Programs*.

Steps

1. Choose *Phoenix Service Software -> Add/Remove -> Remove* to uninstall Phoenix.

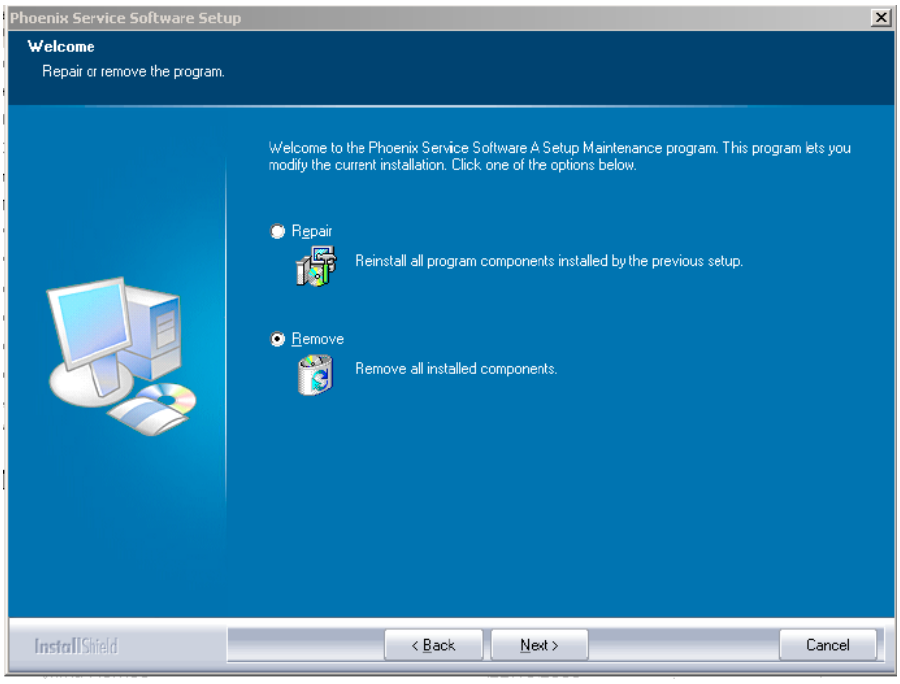
Phoenix Service Software Setup
Welcome
Repair or remove the program.
Welcome to the Phoenix Service Software A Setup Maintenance program. This program lets you modify the current installation. Click one of the options below.
Repair
Reinstall all program components installed by the previous setup.
Remove
Remove all installed components.
InstallShield
< Back
Next >
Cancel

Figure 7 Remove program

Progress of the uninstallation is shown.

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2. If the operating system does not require rebooting, click *Finish* to complete.

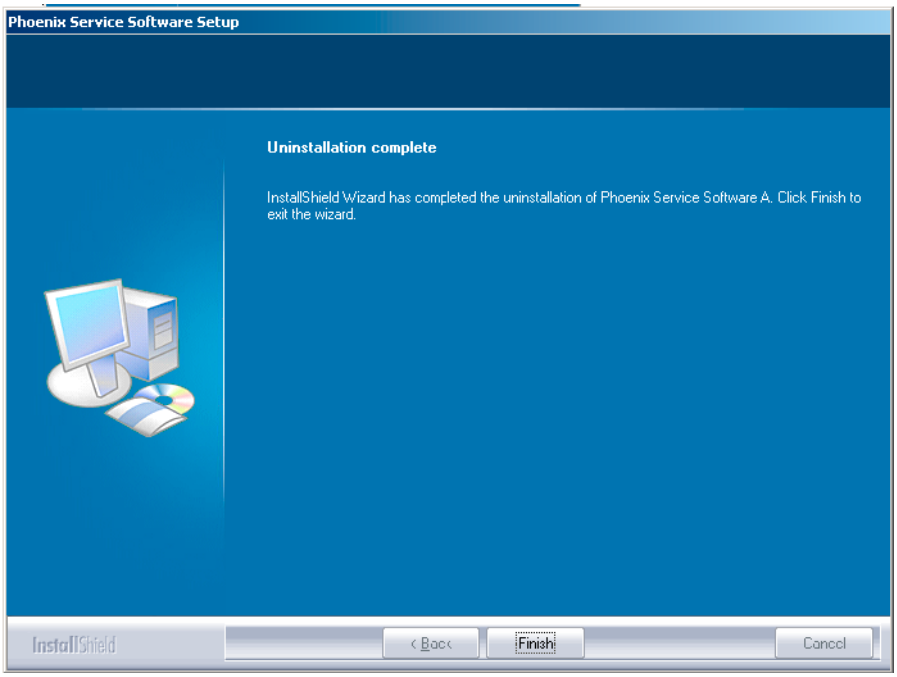
Phoenix Service Software Setup
Uninstallation complete
InstallShield Wizard has completed the uninstallation of Phoenix Service Software A. Click Finish to exit the wizard.
InstallShield
< Back
Finish
Cancel

Figure 8 Finish uninstallation

If the operating system used requires rebooting, Install Shield Wizard will tell you about it. Select *Yes...* to reboot the PC immediately and *No...* to reboot the PC manually afterwards.

Repairing Phoenix installation

Context

If you experience any problems with service software or suspect that files have been lost, you can use the repair function before completely reinstalling Phoenix.

Note: The original installation package (for example, *phoenix_service_sw_a15_2004_24_7_55.exe*) must be found on your PC when you run the repair setup.

Steps

1. Open *Windows Control Panel -> Add/Remove Programs*.
2. Select *Phoenix Service Software -> Add/Remove*.

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3. In the following view, select *Repair*.

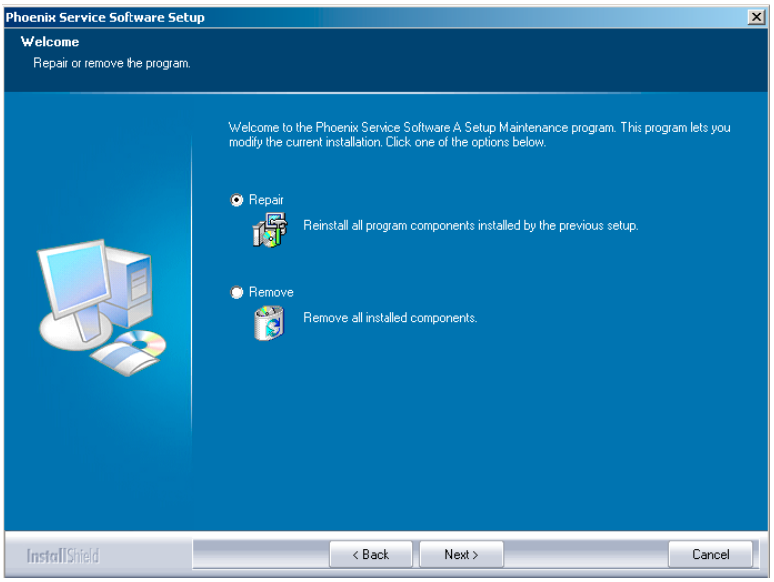
Phoenix Service Software Setup
Welcome
Repair or remove the program.
Welcome to the Phoenix Service Software A Setup Maintenance program. This program lets you modify the current installation. Click one of the options below.
Repair
Reinstall all program components installed by the previous setup.
Remove
Remove all installed components.
InstallShield
< Back
Next >
Cancel

Figure 9 Repair program

Phoenix will now reinstall components and register them. Procedure is the same as in update installation.

4. To complete repair, click *Finish* .

Phoenix service software data package overview

Each product has its own data package (DP). The product data package contains all product-specific data files to make the Phoenix Service Software and tools usable with a certain phone model:

- Product software Binary files
- Files for type label printing
- Validation file for the Faultlog repair data reporting system
- All product-specific configuration files for Phoenix software components

Data files are stored under C:\Program Files\Nokia\Phoenix (default).

Installing Phoenix data package

Before you begin

- Product data package contains all product-specific data to make the Phoenix Service Software and tools usable with a certain phone model.
- Check that the dongle is attached to the parallel port of your computer.
- Install Phoenix Service SW.
- Download the installation package (for example, *RM-25_dp_EA_v_1_0.exe*) to your computer (for example, in *C:\TEMP*).
- Close all other programs.
- Run the application file (for example, *RM-25_dp_EA_ v_1_0.exe*) and follow the instructions on the screen.

If you already have the Phoenix Service SW installed on your computer, you will need to update it when a new version is released.

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Note: Very often the Phoenix Service SW and the phone-specific data package for Phoenix come in pairs, meaning that a certain version of Phoenix can only be used with a certain version of the data package. Always use the latest available versions of both. Instructions can be found in phone model specific Technical Bulletins and *readme.txt* files of the data packages.

Steps

1. To start installation, run the application file (for example, *RM-25_dp_EA_ v_1_0.exe*).
2. Click *Next*, and wait for the installation files to be extracted.
3. To continue, click *Next* .

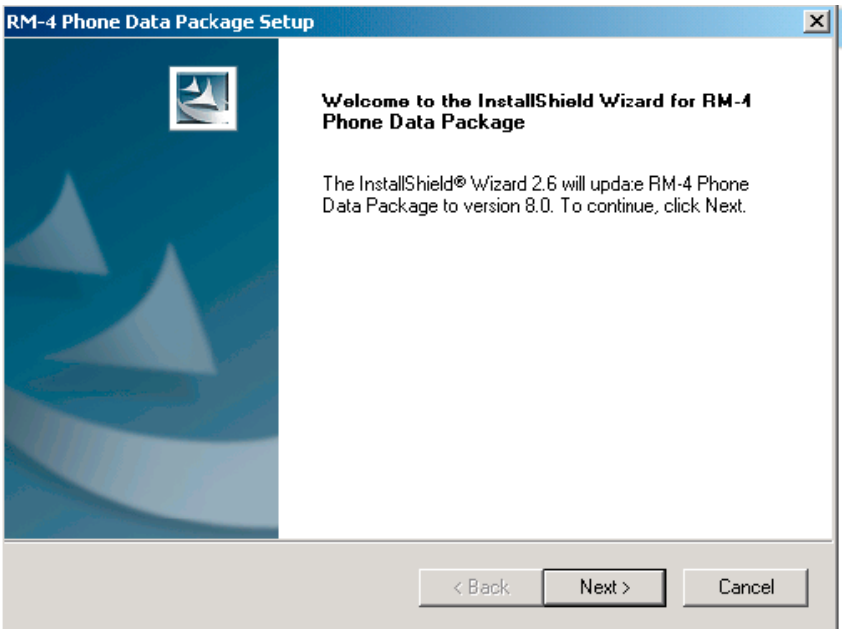
RM-4 Phone Data Package Setup
Welcome to the InstallShield Wizard for RM-4 Phone Data Package
The InstallShield® Wizard 2.6 will upda:e RM-4 Phone Data Package to version 8.0. To continue, click Next.
< Back
Next >
Cancel

Figure 10 Continue data package installation

In this view you can see the contents of the data package. Read the text carefully. There should be information about the Phoenix version required with this data package.

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4. To continue, click *Next* .

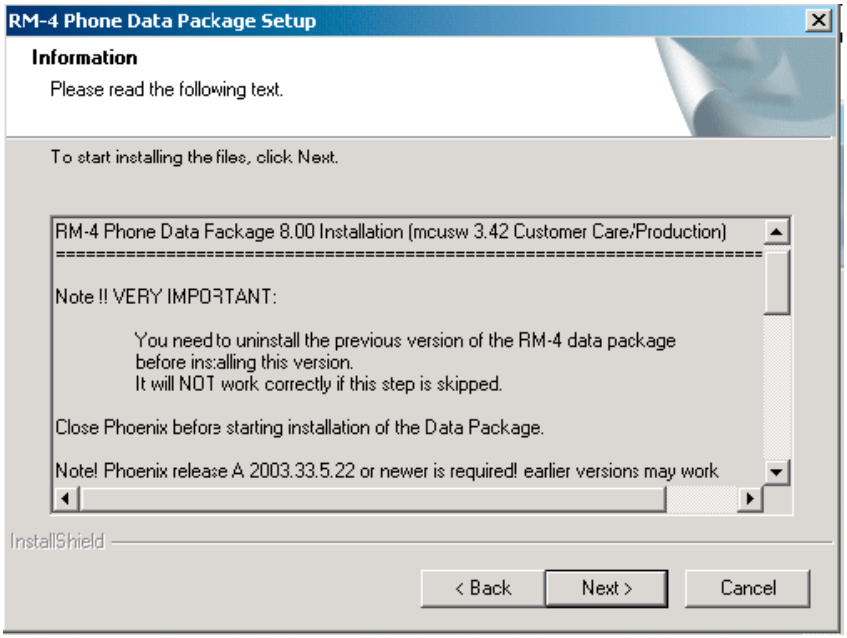
RM-4 Phone Data Package Setup
Information
Please read the following text.
To start installing the files, click Next.
RM-4 Phone Data Package 8.00 Installation (mcusw 3.42 Customer Care/Production)
Note !! VERY IMPORTANT:
You need to uninstall the previous version of the RM-4 data package
before ins:alling this version.
It will NOT work correctly if this step is skipped.
Close Phoenix before starting installation of the Data Package.
Note! Phoenix release A 2003.33.5.22 or newer is required! earlier versions may work
InstallShield
< Back
Next >
Cancel

Figure 11 Data package setup information

5. Confirm location and click *Next* to continue.

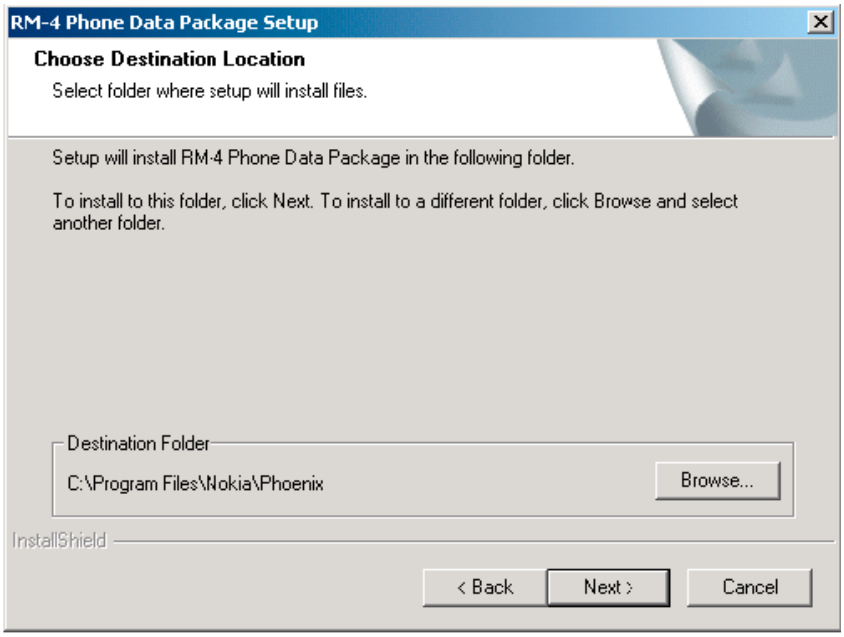
RM-4 Phone Data Package Setup
Choose Destination Location
Select folder where setup will install files.
Setup will install RM-4 Phone Data Package in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\Nokia\Phoenix
Browse...
InstallShield
< Back
Next >
Cancel

Figure 12 Data package destination folder

The install shield checks where the Phoenix application is installed and the directory is shown.

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6. To start copying the files, click *Next* .

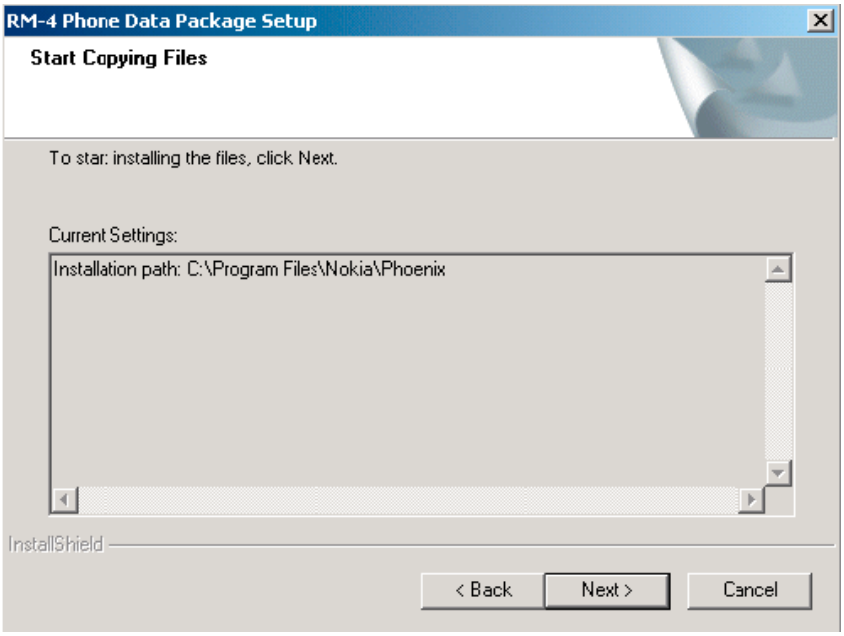

Figure 13 Start copying files

Phone model specific files will be installed. Please wait.

7. To complete the installation, click *Finish* .

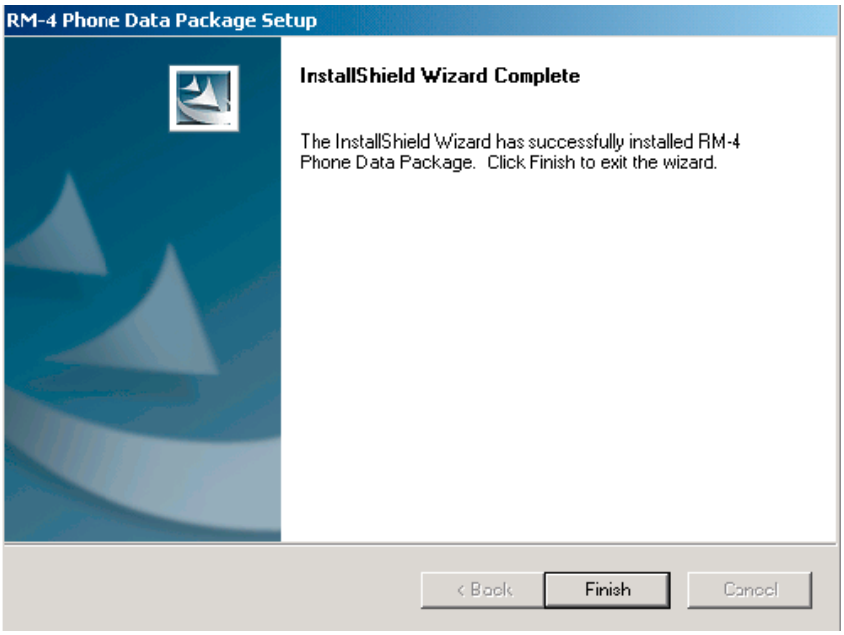
RM-4 Phone Data Package Setup
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed RM-4 Phone Data Package. Click Finish to exit the wizard.
< Back
Finish
Cancel

Figure 14 Finish data package installation

You now have all phone model specific files installed in your Phoenix Service SW.

Next action

Phoenix can be used, for example, for flashing phones and printing type labels after:

- configuring users
- managing connections

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FPS-8* and FPS-10 can be used after updating their Flash Update Package files.

Uninstalling Phoenix data package

Context

If you try to install the same version of Phoenix data package that you already have, you are asked if you want to uninstall the version you have on your PC. Older versions of data packages don´t need to be uninstalled unless instructions to do so are given in the *readme.txt* file of the data package and bulletins concerning the release. Please read all related documents carefully.

Steps

1. Click *OK* to uninstall, *Cancel* if you don't want to uninstall.

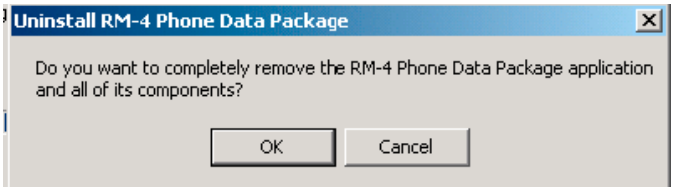
Uninstall RM-4 Phone Data Package
Do you want to completely remove the RM-4 Phone Data Package application and all of its components?
OK
Cancel

Figure 15 Uninstalling Phoenix data package

2. Once the previously installed data package is uninstalled, click *Finish*.

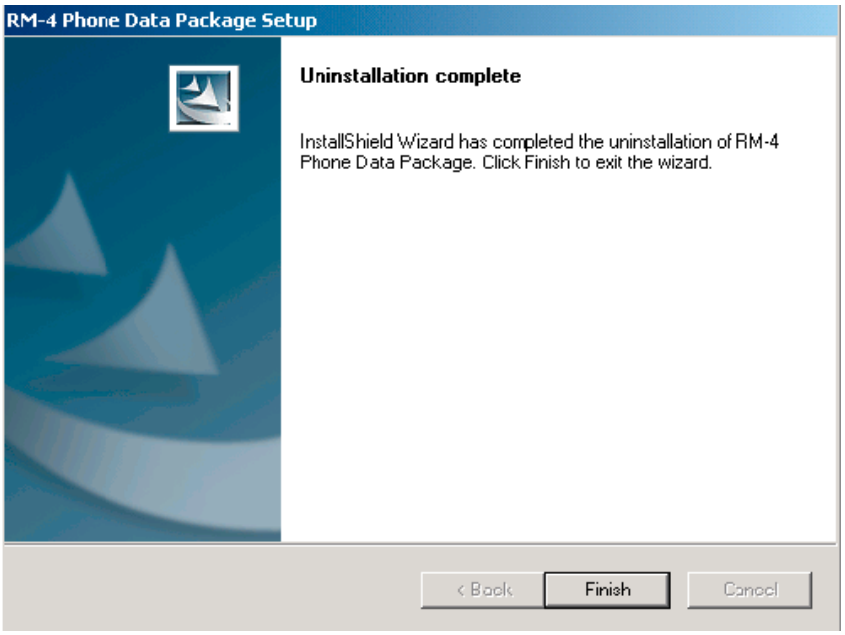
RM-4 Phone Data Package Setup
Uninstallation complete
InstallShield Wizard has completed the uninstallation of RM-4 Phone Data Package. Click Finish to exit the wizard.
< Back
Finish
Cancel

Figure 16 Finish data package uninstallation

Alternative steps

- Uninstallation can also be done manually from *Windows Control Panel -> Add/Remove Programs -> xx-xx (* Phone Data Package)*. (*= type designator of the phone

Next action

Run the installation package again to continue installation from the beginning.

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Configuring users in Phoenix

Steps

1. Start Phoenix Service SW and log in.

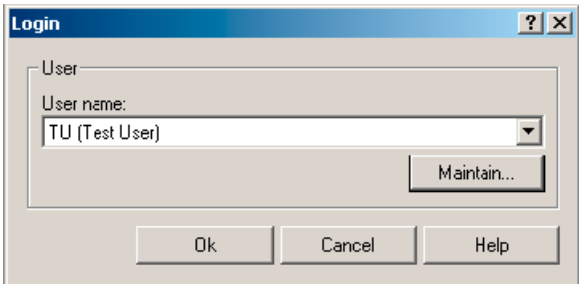

Figure 17 Login

   If your user ID is already configured, choose it from the dropdown list and click *OK*. To add a new user or edit existing ones, click *Maintain*.
2. To add information for a new user, click *New* .
3. Type in your name and initials and click *OK*.

   A new user is now created.
4. Click *OK*.

   You are now able to login with this user name.
5. Click *OK*.

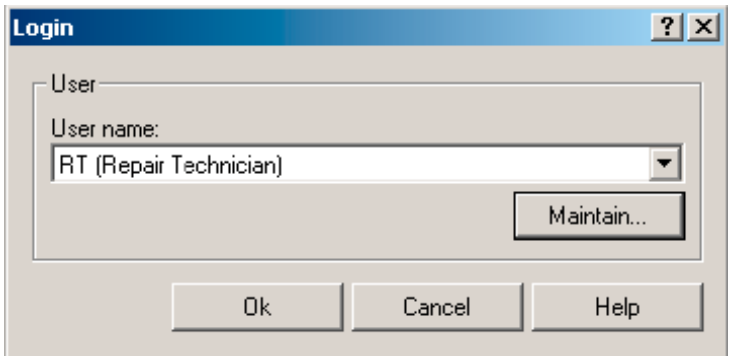

Figure 18 Login, user configured

Managing connections in Phoenix

Steps

1. Start *Phoenix Service SW* and log in.
2. Choose *File -> Manage Connections*.

   Existing connections can be selected, edited, deleted, and new ones created by using this dialog.

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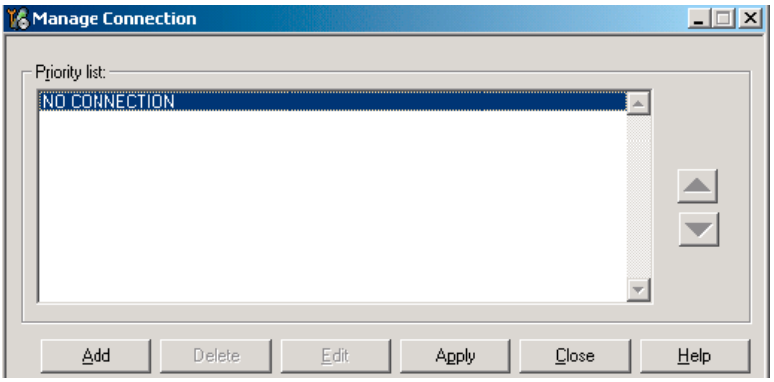
3. Click *Add* to add a new connection, and select if you want to create it manually or by using the Connection Wizard.



In the following dialogs you will be asked to select settings for the connection. If you use the Wizard, connect the tools and a phone to your PC and the wizard will automatically try to configure the correct connection.

4. Select *Manual* mode, and click *Next* to continue.

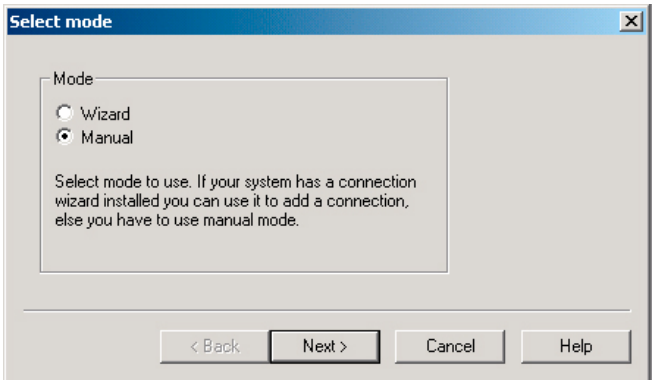

Select mode
Mode
Wizard
Manual
Select mode to use. If your system has a connection wizard installed you can use it to add a connection, else you have to use manual mode.
< Back
Next >
Cancel
Help

Figure 19 Select mode: Manual

i For FPS-10 Flash Prommer with **USB Connection** choose following connection settings
- Media: FPS-10 USB
- Device Index: 0
- Serial Num: See Serial No from the label attached to the bottom of your FPS-10
- Active Media: USB

ii For FPS-10 Flash Prommer with **LAN connection** choose following connection settings
- Media: FPS-10 TCP/IP
- Net Serv Name: Slect “Scan”. Choose your own FPS-10 device based on the correct MAC address. See Serial No from the label attached to the bottom of your FPS-10.
- Port Num: Use default value, click “Next”
- Protocol Family: Use default value, click “Next”
- Socket Type: Use default value, click “Next”
- TX Buffer Size: Use default value, click “Next”
- RX Buffer Size: Use default value, click “Next”

iii For FPS-8 Flash Prommer, choose the following connection settings:
- Media: FPS-8
- Port Num: COM Port where FPS-8 is connected
- COMBOX_DEF_MEDIA: FBUS

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iv For a plain **USB connection** choose following connection settings:

Note: Connect the DKU-2 USB cable between PC USB port and phone first.

- Media: USB
- When phone model is connected to PC for the first time, allow PC to install USB device drivers. Please note that this may take some time to complete.

5. Click *Finish* to complete the configuration.

   If you are using the Wizard, connect the tools and a phone to your PC and the wizard will automatically try to configure the correct connection. Please note that this may take a considerable amount of time because Phoenix will go through all connections on the PC.

6. Activate the connection you want to use by clicking it, use up/down arrows to move it on top of the list, and click *Apply*.

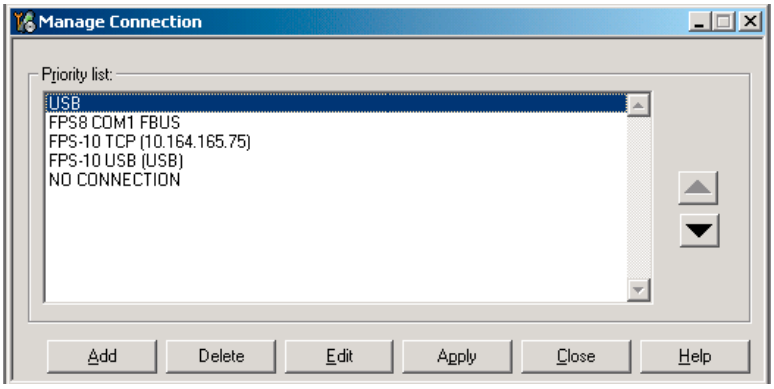

Figure 20 Connections list

The connection is now selected and can be used after closing the *Manage Connections* window.

Selected connection will be shown on the right hand bottom corner of the screen.

Figure 21 Connection information

7. To use the selected connection, connect the phone to Phoenix with correct service tools, make sure that it is switched on and select *Scan Product*.

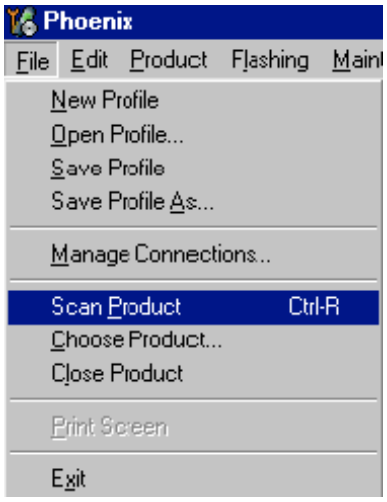

Figure 22 Scan product

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Figure 23 Product support module information

Installing flash support files for FPS-8* and FPS-10

Before you begin

Note: Only separate installation package.

- Install Phoenix Service SW.
- Install phone model specific data package for Phoenix.
- The flash support files are delivered in the same installation package with Phoenix data packages or newer Phoenix packages beginning from September 2003.
- Normally it is enough to install Phoenix and the phone-specific data package because the Phoenix installation always includes the latest flash update package files for FPS-8*. and FPS-10.
- A separate installation package for flash support files is available, and the files can be updated according to this instruction if updates appear between Phoenix/data package releases.

Context

If you are not using a separate installation package, you can skip this section and continue with Updating FPS-8 and FPS-10 flash prommer software (Page 3–21) after installing a new phone data package.

Steps

1. To begin installation, double- click *flash_update_03_183_0014.exe* .

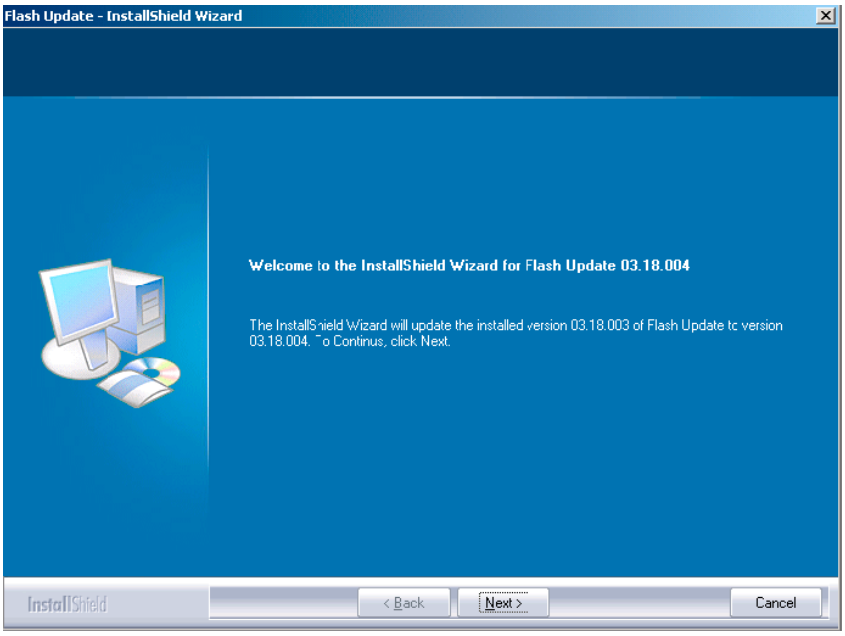
Flash Update - InstallShield Wizard
Welcome to the InstallShield Wizard for Flash Update 03.18.004
The InstallShield Wizard will update the installed version 03.18.003 of Flash Update to version 03.18.004. To Continue, click Next.
InstallShield
< Back
Next >
Cancel

Figure 24 Flash update welcome dialog

If the same version of Flash Update package already exists, and you want to reinstall it, the previous package is first uninstalled. Restart installation again after that.

2. If you try to downgrade the existing version to older ones, the setup will be aborted. If you really want to downgrade, uninstall newer files manually from *Control Panel* and then rerun the installation again.

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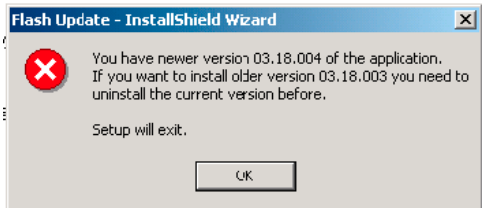
Flash Update - InstallShield Wizard
You have newer version 03.18.004 of the application.
If you want to install older version 03.18.003 you need to uninstall the current version before.
Setup will exit.
OK

Figure 25 Flash installation interrupted

If an older version exists on your PC and it needs to be updated, click *Next* to continue installation.

3. It is highly recommended to install the files to the default destination folder *C:\Program Files\Nokia\Phoenix*. Click *Next* to continue.

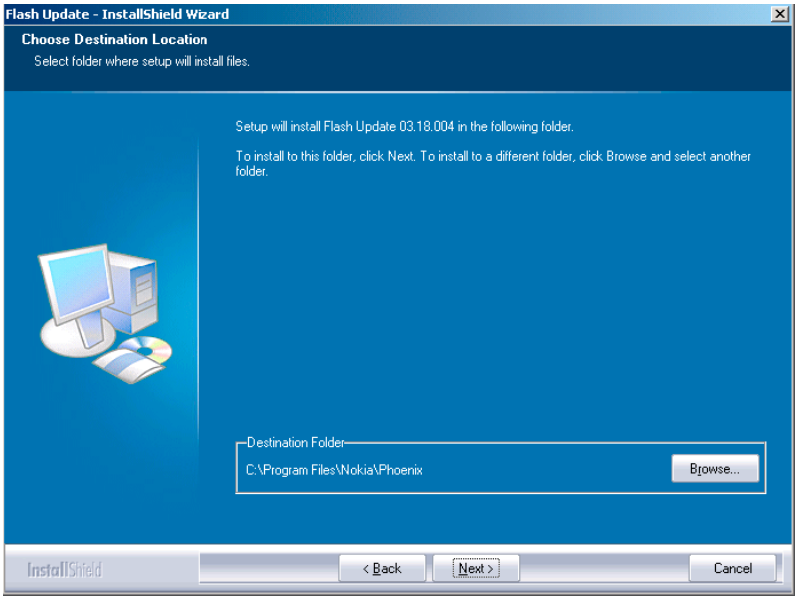
Flash Update - InstallShield Wizard
Choose Destination Location
Select folder where setup will install files.
Setup will install Flash Update 03.18.004 in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\Nokia\Phoenix
Browse...
InstallShield
< Back
Next >
Cancel

Figure 26 Flash destination folder

When installing the flash update files for the first time you may choose another location by selecting *Browse*. However, this is not recommended.

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4. To complete the installation procedure, click *Finish* .

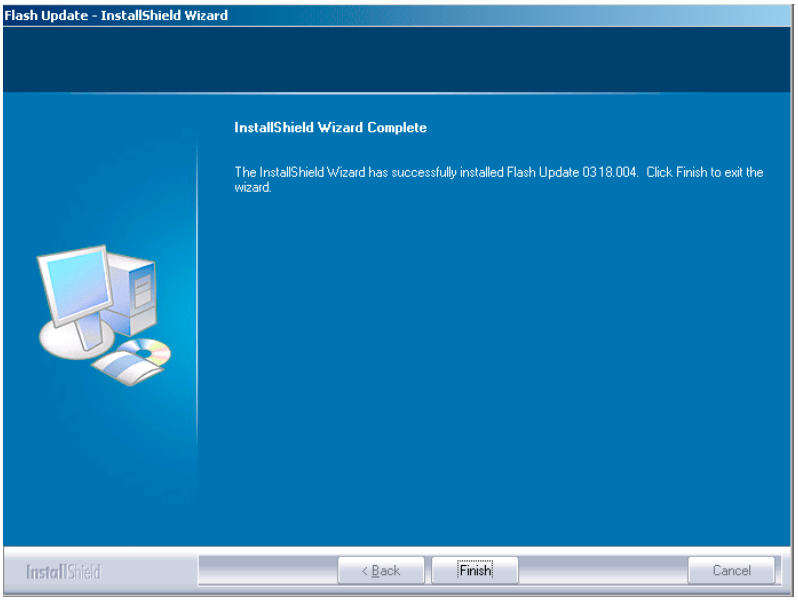
Flash Update - InstallShield Wizard
InstallShield Wizard Complete
The InstallShield Wizard has successfully installed Flash Update 0318.004. Click Finish to exit the wizard.
InstallShield
< Back
Finish
Cancel

Figure 27 Finish flash update

Next action

FPS-8* and FPS-10 flash prommers must be updated using Phoenix!

Updating FPS-8 and FPS-10 flash prommer software

Steps

1. Start *Phoenix Service Software* and log in, manage connection correctly for your flash prommer.
2. Choose *Maintenance -> Prommer maintenance*.

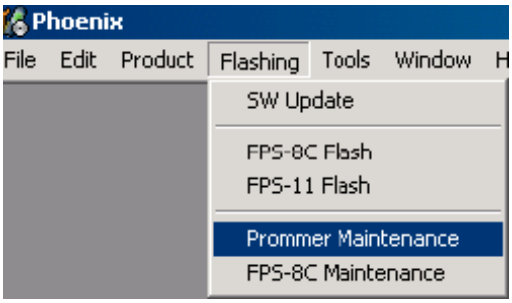

Figure 28 Choosing Prommer maintenance

3. When the new flash update package is installed to computer you will be asked to update the files to your Prommer. To update the files, click*Yes*.

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4. Wait until you are notified that update has been successful; the procedure will take a couple of minutes. Click *OK* to close the *Prommer Maintenance* window.

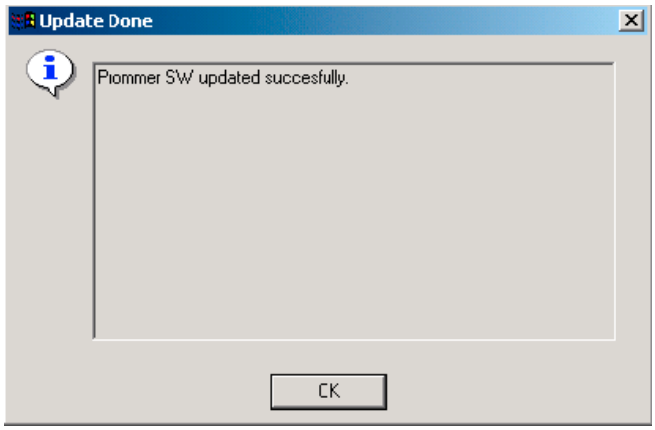

Figure 29 Prommer SW update finished

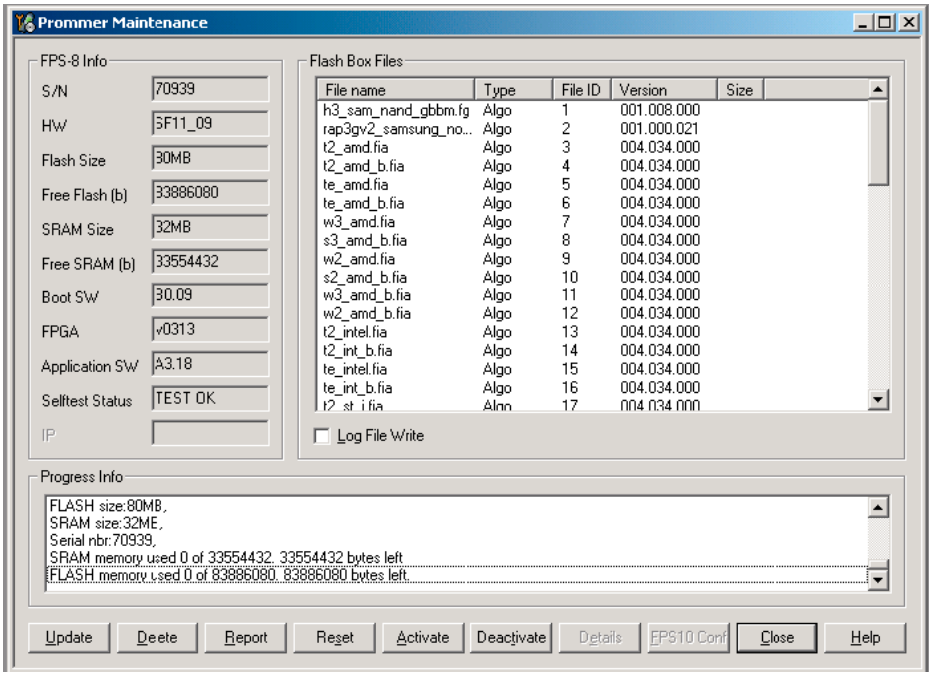

Figure 30 Prommer maintenance window

Alternative steps

- You can update FPS-8 SW by clicking the*Update* button and selecting the appropriate *fps8upd.ini* file in *C:\Program Files\Nokia\Phoenix\Flash*.

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- You can update FPS-10 SW by clicking the *Update* button and selecting the appropriate fpsxupd.ini file in *C:\Program Files\Nokia\Phoenix\Flash*.

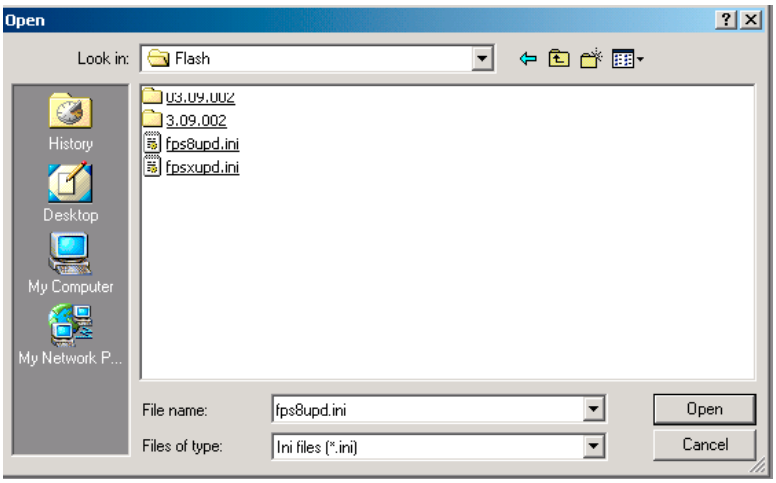

Figure 31 Flash directory window

- All files can be loaded separately to the prommer used. To do this, click the right mouse button in the *Flash box files* window and select the file type to be loaded.

  More information can be found in Phoenix *Help*.

Activating FPS-8

Context

Before FPS-8 can be successfully used for phone programming, it must first be activated.

First fill in the *FPS-8 activation request* sheet in the FPS-8 sales package and follow the instructions given.

When activation file is received (for example, *00000.in*), copy it to the *C:\ProgramFiles\Nokia\Phoenix\BoxActivation* directory on your computer (this directory is created when Phoenix is installed).

Steps

1. Start *Phoenix Service Software*.
2. Choose *Maintenance -> Prommer Maintenance*.

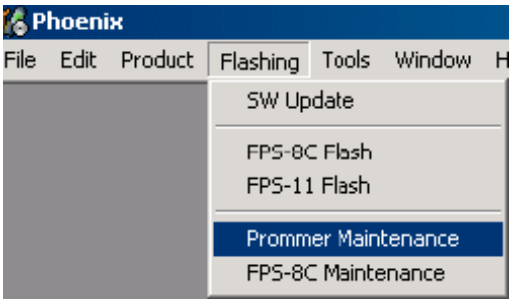

Figure 32 Prommer maintenance

3. In the *Prommer Maintenance* window, click *Activate*
4. To find the activation file if you saved it to some other directory on your PC, click *Browse* .

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5. To activate the prommer, select the activation file and click *Open* .

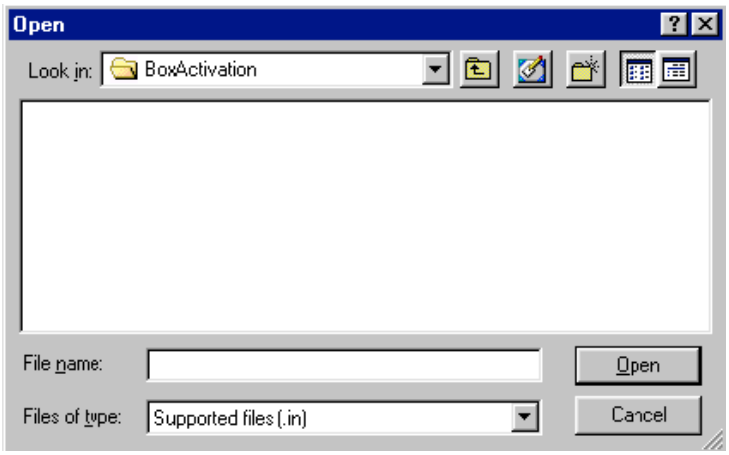

Figure 33 Box activation

6. To complete the activation, restart FPS-8.

Deactivating FPS-8

Context

If there is, for example, a need to send the FPS-8 box for repair, it must be deactivated first.

Steps

1. Start *Phoenix Service Software*.
2. Choose *Maintenance -> Prommer Maintenance*.
3. In the *Prommer Maintenance* window, click *Deactivate*.
4. To confirm the deactivation, click *Yes*.

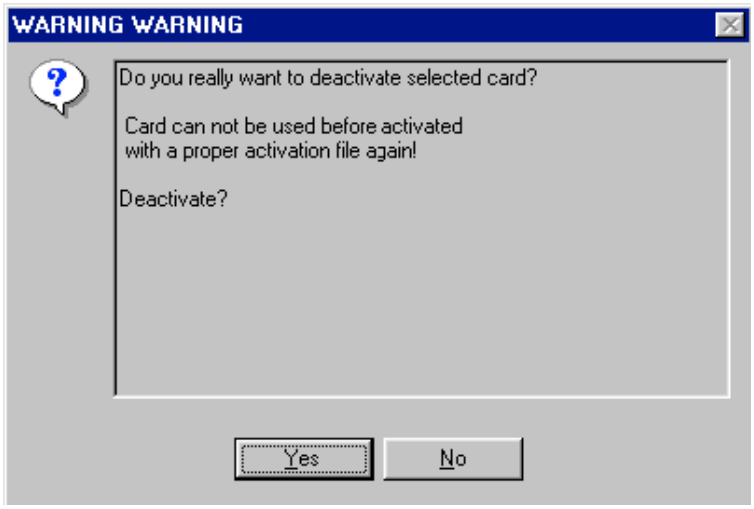

Figure 34 Deactivation warning

The box is deactivated.

5. To complete the deactivation, restart FPS-8.

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